

Indiana Department of Homeland Security Intern/Volunteer Policy

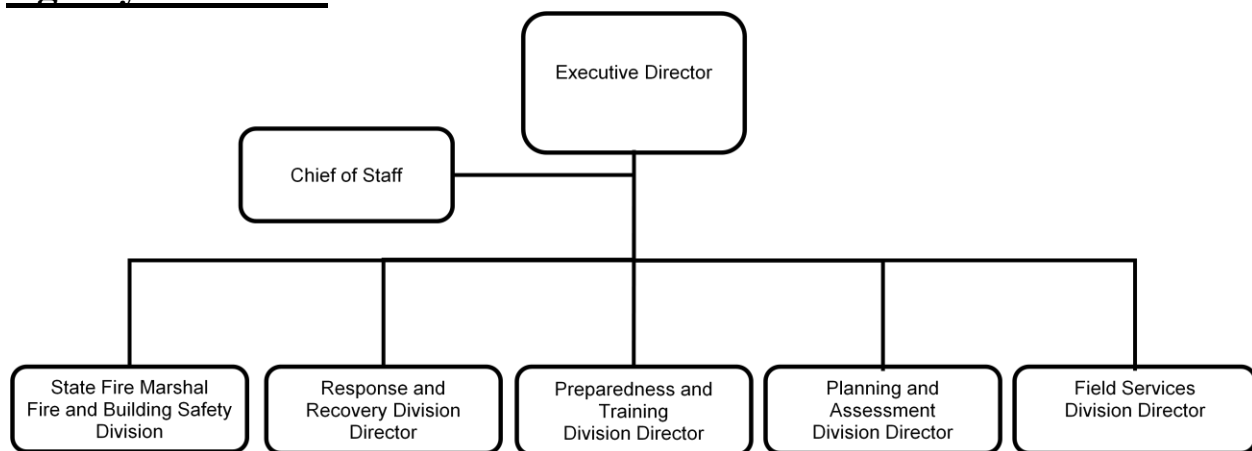


About the Indiana Department of Homeland Security

Vision: Achieving a safe and secure Indiana through leadership, innovation and unity of purpose.

Mission: The Indiana Department of Homeland Security will provide statewide leadership, exemplary customer service, and subject matter expertise for the assurance of local, state and federal collaboration to continually develop Indiana's public safety capabilities for the wellbeing, protection and resiliency of our citizens, property, and economy.

Agency Structure



History

- In 2005, Governor Daniels signed into law SEA 56 which created the Indiana Department of Homeland Security, thereby merging emergency management and homeland security efforts into one state agency.
- The Agency became operational April, 15, 2005.
- Consolidated the following entities:
 - State Emergency Management Agency
 - State Fire Marshal
 - Indiana Building Commissioner
 - Public Safety Training Institute
 - Counter Terrorism and Security Council

Intern/Volunteer Policy Statement

Purpose: To establish policies for internships and volunteerism at the Indiana Department of Homeland Security (IDHS).

Policy: The Indiana Department of Homeland Security is committed to maintaining a strong and progressive intern/volunteer policy as part of the overall agency mission. IDHS will provide overall guidance and direction to staff, interns, and volunteers engaged in internships, volunteerism, and management efforts. IDHS recognizes the existence of a diverse and energetic pool of interns and volunteers that contribute towards helping Indiana which is built on community participation, diversity, self-improvement and value-added services.

The agency recognizes that interns and volunteers:

- come from many different social, cultural, and ethnic backgrounds;
- have commitments to family, employers, or others;
- represent different views which should and will be respected and valued;
- are an intricate part of the team effort and contribute to the agency mission;
- are valued and respected members of the wider community, working in partnership with, but not 'owned' by, the agency;
- have a choice to be a part of the IDHS team and to honor his/her commitment;
- have a right to know what is expected of them and to be given clear information and guidance;
- experience personal development through their experience;

Definitions: Intern and Volunteer

An IDHS "intern" is anyone who, without compensation or expectation of compensation, currently in good standing with a college or university, is 18 or older, and agrees to participate in a non-contractual 50-50 relationship with IDHS to work on at least one project to learn as well as offer ideas and thoughts on the project. Assignments such as research, reading, and program development are usual tasks asked of each intern. There is an average of 7.5 hours minimum per week or a minimum of 180 hours requirement unless exceptions are granted by the Executive Director, Chief of Staff, or Intern/Volunteer Coordinator. *If a college/university requires additional hours, the intern shall follow those requirements.* Interns shall *not* be considered "employees" of the agency.

An IDHS "volunteer" is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of the agency. A "volunteer" must be 18 or older and officially accepted and enrolled by the agency prior to performance of the task. Assignments may include program development, research, as well as copying, shredding, and other administrative and necessary tasks. There is an average of a 2 day minimum per month requirement unless exceptions are granted by the Executive Director, Chief of Staff, or Intern/Volunteer Coordinator. Volunteers shall *not* be considered "employees" of the agency.

Confidentiality: Interns and volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as an intern or volunteer, whether this information involves a staff member, intern, volunteer, customer, or other person or involves overall agency business. A confidentiality statement shall be signed before an intern or volunteer begins his/her service with IDHS. Failure to maintain confidentiality may result in termination of the intern or volunteer's relationship with the agency or other corrective action.

Background Checks: The Indiana Department of Homeland Security strives to maintain a safe and productive workplace with honest, trustworthy, qualified, reliable and non-violent volunteers and employees who do not present a risk of harm to their co-workers or others. All interns and volunteers are required to submit a limited criminal history from the Indiana State Police to the IDHS Intern/Volunteer Coordinator before an intern or volunteer can begin. IDHS/State Personnel will conduct a check of the Sex Offender Registry and the Bureau of Motor Vehicles. No financial history/credit check will be performed.

General Expectations about IDHS Internships and Volunteerism

1. Interns and volunteers will **not be engaged** in times of emergency or disaster situations **unless** special permission is granted by the IDHS Executive Director, IDHS Chief of Staff, or IDHS Intern/Volunteer Coordinator, but interns and volunteers may continue with their regular work, if appropriate.
2. Interns must have a desire to work in homeland security/public safety. If the intern does not have experience or a major field of study that coincides with a homeland security field, suitable enthusiasm for working within the field is acceptable. Efforts will be made to find appropriate work for all interns and volunteers. All interns will be provided with educational and professional exposure to the field of homeland security/public safety.
3. New interns and volunteers will participate in an IDHS Orientation Program. The required orientation will provide interns and volunteers with an overview of the agency, personal introductions to the staff, and a tour of the main IDHS offices.
4. Interns and volunteers shall **NOT** enter into any negotiations or contracts with any person or organization or commit resources or personnel on behalf of the Indiana Department of Homeland Security.
5. The intern or volunteer may be expected to draft written memorandums, letters, and reports and must be approved by the supervisor to disseminate any written material outside of the agency. The ability to communicate well is essential. Good verbal communication and customer service skills are necessary.
6. The supervisor will provide the intern or volunteer with written performance expectations which reflect the specific tasks the intern will be required to accomplish. The intern or volunteer's immediate supervisor will meet with the intern or volunteer regularly in order to review tasks, and to provide feedback and mentoring to the intern or volunteer.

7. Appropriate National Incident Management System (NIMS) online courses may need to be completed depending on the scope of work.
8. Supervisors of IDHS interns and volunteers will prepare a written list of responsibilities and performance expectations and provide a copy to the intern or volunteer, Division Director, and the IDHS Intern/Volunteer Coordinator. Job responsibilities may, however, change at any time during the internship or volunteer commitment based on the need of the agency. Cooperation and assistance in performing such additional work is expected and appreciated.
9. Managing and appraising job performance is a continuing responsibility for all supervisors. The purpose of a performance review is to advise a person how he/she is performing in a given period of time and guides he/she in developing his/her individual skills to the highest possible level. Managers and supervisors must translate the agency's strategic plan into individual intern or volunteer goals that are specific, measurable, achievable, relevant and timely (SMART). Interns and volunteers are responsible for participating in all phases of the performance management process which include understanding their performance expectations, how the performance expectations will be measured, how the performance expectations relate the agency's strategic objectives, and providing feedback to their supervisor. Mutual feedback is important to any working relationship.

Code of Conduct: All interns and volunteers are required to agree to a standard code of ethics and conduct that all activities performed for the Indiana Department of Homeland Security and the State of Indiana meet the following standards:

Compliance: All interns and volunteers are required to follow all security access and safety plans, policies and procedures of the State of Indiana and the Indiana Department of Homeland Security.

Professionalism: Interns and volunteers shall respect others and act professional at all times. Interns and volunteers shall also carry out their tasks with regard to the health and safety of others.

Prohibited Actions: Interns and volunteers may not:

- act in a manner that creates a conflict or appears to create a conflict with the interests of the Indiana Department of Homeland Security and any organization in which the individual has a personal, business or financial interest. In the event there is a conflict, the Indiana Department of Homeland Security has a structured conflict of interest process. First, the individual shall disclose such conflict of interest to a supervisor or the general counsel of the Indiana Department of Homeland Security, as applicable. Next, a decision will be made about the conflict of interest, and, where required, the individual may be

required to recuse himself or herself during deliberations, decisions and/or voting in connection with the matter; or

- authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the Indiana Department of Homeland Security, except in conformance with IDHS policy; or
- accept or seek on behalf of or any person, any financial advantage or gain of other than normal value offered as a result of the volunteer's affiliation with the Indiana Department of Homeland Security.

Records and Privacy: The Indiana Department of Homeland Security maintains records of each intern and volunteer which is the property of the agency. Interns and volunteers are required to notify the IDHS Intern/Volunteer Coordinator of any changes in contact information. Promptly reporting changes will ensure that if something happens, we are able to make the appropriate contacts.

Customer Service: IDHS customers are the citizens of the State of Indiana, as well as all others who do business with Indiana State Government. As customers, they expect and deserve the highest possible quality in the service received from each intern or volunteer. As an intern or volunteer, providing quality customer service must be one of the top priorities and is one of the performance standards on which everyone's performance is evaluated. Your ability to willingly provide prompt, courteous, and quality service will ensure that you meet the customer's expectations and our obligations. The satisfaction gained will benefit everyone.

Evacuation Procedures: In the event of a fire or other emergencies, interns and volunteers shall follow specific evacuation procedures posted in each area of the agency. The procedures that exist for your office should be prominently posted. Familiarize yourself with the evacuation plan for your area. See your supervisor or Intern/Volunteer Coordinator if you have questions regarding the procedures or if you feel you need special assistance.

Weapons: No intern or volunteer is permitted to carry a firearm or other weapon while conducting IDHS official business or on any Indiana Government property without exception unless there is a declared state or local disaster emergency. If you are working during a disaster, please consult with your supervisor regarding this issue. Please refer to Section 2 of HEA 1065 (IC 10-14-3-33.5), the State is prohibited from restricting the lawful possession of firearms during a declared state or local disaster emergency. An official permit to carry a firearm does not nullify this policy. Any employee who violates this policy is subject to dismissal and possible criminal action. If you feel endangered in the performance of your official duty, notify Capitol Police at 317-232-6400 and your supervisor immediately.

Work Schedules: All interns and volunteers shall schedule their work hours between 7:30 a.m. and 5:00 p.m. Monday through Friday, and no state holidays. Lunch hours shall consist of a minimum of 30 minutes to one hour and shall not be counted towards an internship or volunteer commitment.

No-Smoking Policy: The State of Indiana's maintains a "No-Smoking" policy on State of Indiana property or in state vehicles. If you have any questions regarding the "No-Smoking Policy", please refer to your supervisor.

Equipment, Machines, and Supplies: The equipment, machines, and supplies are available to assist in accomplishing his/her job duties. Use of all state-owned property is restricted to official state business. Make every effort to keep the equipment clean and in good working condition. If the equipment fails to function properly, contact your supervisor or the individual designated by IDHS to handle any problems. Supplies for business purposes only are stored in the IDHS mailroom. All effort should be made to use those items already in the mailroom before ordering any additional supplies. No supplies shall be ordered without written approval from the supervisor. Proper RFE procedures shall be followed if the supplies are approved.

Workplace Harassment Prevention: The State of Indiana (hereinafter the State) will strive to maintain an environment free from sexual harassment and harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, or physical or mental disability and to implement this policy in a consistent and vigorous manner. Each employee has the right to work in a professional environment that promotes equal opportunities and prohibits sexual harassment and harassment based on race, color, creed, religion, sex, national origin, age, sexual orientation or gender identity, and physical or mental disability, hereinafter referred to as protected status or protected class. Workplace harassment whether verbal, physical or environmental is unacceptable and will not be tolerated in State Government. The State will not tolerate workplace harassment whether engaged in by fellow employees, supervisors, officers, or by outside clients or other non-employees who conduct business with the State. The State encourages reporting of all incidences of alleged harassment regardless of who the offender may be or the offender's status.

Attendance and Absence Notification: As an IDHS intern or volunteer, you have been approved to perform an important function in state government. As with any group effort, it takes cooperation and commitment from everyone to operate effectively; therefore, your attendance and punctuality are very important. Good attendance is something that is expected from all interns and volunteers. Interns and volunteers are expected to report to work as scheduled, on time and prepared to start work. Interns and volunteers shall contact their supervisor as soon as an absence is known via phone or email if at all possible. If your supervisor is not available, communication should be directed to the IDHS Intern/Volunteer Coordinator via phone or email if possible. Otherwise, a voice mail message to the supervisor and the IDHS Intern/Volunteer Coordinator is acceptable. Any questions regarding attendance and absence notification should be directed to the supervisor or the IDHS Intern/Volunteer Coordinator.

Telephone Use: The supervisor will advise you of any specific procedures for handling both incoming and outgoing telephone calls as well as information explaining how to operate the telephone equipment used within your agency.

Information Resources/Technology: Information Resources are provided by the State to support the business of state government. The term “Information Resources” includes all state hardware, software, data, information, network, personal computing devices, phones, and other information technology. All IDHS interns and volunteers with access to information resources must complete online training, sign an Information Resources User Agreement (IRUA) and abide by the requirements set forth by the Indiana Office of Technology.

Cell Phones and Text Messaging: The State recognizes the benefits of communicating on cell phones and text messaging for convenient and expedient real-time communications. These modes of communication have the potential to be abused, however, resulting in such problems as lost productivity, or annoyance to others. Interns and volunteers are expected to exercise good judgment and common sense to ensure that conversations and ring tones remain at a minimal level and that the needs of IDHS customers continue to be met in a timely fashion. Interns and volunteers are permitted to carry on minimal conversations or send/receive minimal text messages of a personal nature while on duty if it does not interfere with regular agency business. If these activities interfere with agency business operations and create a negative perception of IDHS staff or customer, the intern or volunteer will be asked to terminate such activity.

For purposes of the policy, the term text messaging includes all electronic messages, including graphics, whether sent by email, instant messaging, cell phone texting, or other similar technology. Interns and volunteers are prohibited from using dedicated state time and the facilities to transmit messages with obscene, profane, lewd, derogatory or potentially harassing/discriminatory content or messages the intern or volunteer knows or has reason to believe may be false, misleading, or could be deemed as unprofessional.

Any text messages sent using the State’s computer system or other state-issued electronic devices should not be considered private. The State reserves the right to monitor all such messages. Interns and volunteers should be aware that these messages are under certain circumstances subject to disclosure to outside third parties, including the court system and law enforcement agencies. Interns and volunteers should report any known or suspected misuse of state government resources to the IDHS Intern/Volunteer Coordinator or IDHS Human Resource staff.

Anti-Virus Software: The nature of interning and volunteering can mean extensive computer work with emails, attachments, transfer of files, etc. Because of this interaction, interns, volunteers and organizations can be at risk for transmitting computer viruses between each other. If written approval is granted by the supervisor to use a personally owned computer for work related purposes, computer virus protection for all personal computers is your responsibility. All interns and volunteers shall have anti-virus software installed on any computer they use in conjunction with the IDHS Intern/Volunteer Program, and the software should be updated regularly.

MP3 Players and Similar Devices: IDHS interns, volunteers, and employees are expected to keep MP3 players and other similar audio devices turned low while on duty and only if the

device/noise does not affect his/her work and the work of others. Use of ear phones is preferable.

Laptop Computers: IDHS assigned computers/laptops will remain at the agency. Use of the agency internet service at any time for personal business is prohibited, unless specific permission is obtained from your supervisor or IDHS Intern/Volunteer Coordinator. IDHS reserves the right to make exceptions to this section of the policy when computer usage is specifically related to education and/or business needs of the agency. An intern or volunteer shall ***not*** use a personally owned computer for IDHS activities unless a written agreement is signed by the IDHS supervisor, IDHS IT Director, IDHS Intern/Volunteer Coordinator, and the intern or volunteer.

Inappropriate Communications: If at any point you receive any email, verbal, or written communications that you feel is inappropriate for any reason and you believe you have received it in conjunction with your involvement with the IDHS Intern/Volunteer Program, please forward the email and other details about the communication to the IDHS Intern/Volunteer Coordinator. As a matter of professional conduct, interns and volunteers shall not send inappropriate communication to anyone.

Ownership Issues: Material produced by interns/volunteers on behalf of the agency including graphic materials, logo, web page designs, narratives, research, educational material, etc., becomes the property of IDHS. Inappropriate use of any of the above-mentioned items will be subject to dismissal of the intern/volunteer.

Training and Development: Intern and volunteer development is a collaborative effort to align individual goals with the overall direction of the agency. A supervisor/manager may provide or schedule free training sessions needed in conjunction with the performance plan or duties. In addition to whatever training IDHS offers, other agencies within Indiana State Government also present a variety of classes that assist employees in meeting their specific developmental needs. Arrangements and approval for classes must be made by the supervisor and the IDHS Intern/Volunteer Coordinator. Any financial commitments for training of interns and volunteers shall be made by the appropriate Division Director.

State Travel: Interns and volunteers are not permitted under any circumstance to operate a state-owned vehicle.

- IDHS interns and volunteers shall ***NOT*** drive any state vehicle.
- If an intern or volunteer voluntarily agrees to ride in a state-owned vehicle, all interns and volunteers shall sign the appropriate waiver form available by clicking on <http://www.in.gov/icpr/webfile/formsdiv/53845.pdf> and carry it with them while traveling in a state vehicle throughout the internship. The document shall be turned into the IDHS Intern/Volunteer Coordinator at the end of the program.

Any agreement for reimbursement for IDHS travel expenses for interns and volunteers should be determined by the direct supervisor before any travel arrangements are made. Specific guidelines have been established for travel and reimbursing expenses incurred during state travel

for employees and the same guidelines should be followed if the supervisor makes the determination that the travel is necessary for the agency.

Service at the Discretion of the Agency: IDHS accepts the service of all interns and volunteers with the understanding that such service is at the sole discretion of the agency. The agency may at any time, for any reason, decide to terminate the intern or volunteer relationship with the agency.

Terminating an Intern/Volunteer Role: Interns must submit any appropriate documentation to his/her college or university if he/she decides to terminate the IDHS Intern Program. Volunteers may terminate their association with the IDHS Volunteer Program at any time.

If possible, however, interns and volunteers should complete the current assignment and provide a written termination letter to the IDHS Intern/Volunteer Coordinator as soon as possible outlining the final exit date. A minimum of a two week notice is preferred. All IDHS and state property including the state identification card as well as files, documents, and all electronic documentation **must** be turned into the IDHS Intern/Volunteer Coordinator before exiting the building upon his/her last day. Upon leaving the program, any information deemed "For Official Use Only" (FOUO) remains the same and shall be left with your supervisor.

Changes to or exceptions from the policy may only be granted by the Executive Director of the Indiana Department of Homeland Security. Any alterations to the policy will be appropriately disseminated to all persons impacted thereby.

Effective Date: September 10, 2010

Approval: _____
Joseph E. Wainscott, Jr.

Joseph E. Wainscott, Jr.
Executive Director
Indiana Department of Homeland Security
302 West Washington Street, Room E-208
Indianapolis, IN 46204

**Acknowledgement of IDHS Intern/Volunteer Policy,
Guidelines, and Responsibilities**

I hereby acknowledge the following:

1. I have reviewed the Indiana Department of Homeland Security Intern/Volunteer Policy Handbook.
2. I have received answers to any questions I asked.
3. I will abide by the provisions of the Indiana Department of Homeland Security Intern/Volunteer Policy Handbook and the policies and procedures referenced in it.

Intern: _____ Volunteer: _____

Printed Intern/Volunteer Name: _____

Signature: _____

Date: _____

IDHS Assigned Supervisor (if applicable): _____

Date: _____

IDHS Intern/Volunteer Coordinator Signature: _____

Date: _____